

**BY ORDER OF THE COMMANDER
GOODFELLOW AIR FORCE BASE**



AIR FORCE INSTRUCTION 36-3002

**GOODFELLOW AIR FORCE BASE
Supplement**

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Personnel

CASUALTY SERVICES

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This supplement implements and extends the guidance of AFI 36-3002, *Casualty Services*, 22 Feb 2010. It sets up procedures and responsibilities for casualty reporting, notification, and assistance to the next of kin (NOK) of Air Force casualties. It applies to all personnel assigned to Goodfellow AFB (GAFB). A casualty is defined as any member of the armed forces, their dependents, and certain civilians who are lost to their units by reason of having been declared dead, wounded, injured, deceased, interned, detained, captured, or missing. This publication also sets up procedures and responsibilities for informing Air Force members stationed at GAFB when a NOK becomes deceased. This instruction requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, *United States Code (U.S.C.)*, Sections 1175 through 1489, 2771, and 8013; Title 37, U.S.C., Sections 551 through 559. *System of Records Notice F036 AF PC R, Casualty Files*, applies. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional's chain of command. This publication may not be supplemented. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>.

1.7.1. Casualty Assistance Representative, 17 FSS/FSFR. The Casualty Assistance Representative (CAR) is the office of primary responsibility for the administration of all actions pertaining to casualty reporting, notification and assistance as outlined in AFI 36-3002. The

CAR monitors the casualty program on GAFB to ensure casualty reporting, notification and assistance is done accurately and expeditiously.

1.7.1.1. **(Added)** Casualty Assistance Standby Personnel. The CAR provides the Command Post a list of casualty standby personnel for casualties occurring after duty hours (including weekends and holidays). Standby personnel are those individuals of 17 FSS/FSFR who will be on call 24-hours a day, 7 days a week.

1.7.2.1. Installation Command Post, 17 TRW/CP.

1.7.2.1.1. **(Added)** Contacts CAR upon receipt of information on any reported casualty of an active duty member. If the CAR cannot be contacted, notify the Airman & Family Readiness Center Director. Casualty is defined as any person who is lost to an organization by having been declared dead, duty status whereabouts unknown (DUSTWUN), missing, or injured per AFI 36-3002, Attachment 1.

1.7.2.1.2. **(Added)** Retired Casualties. Contact the CAR when notified of the death of a retired member. If notification is received after normal duty hours, contact the CAR the following duty day. Exception: Retired general officers are reported immediately to the CAR.

1.7.2.2.1. **(Added)** When a casualty (as defined by AFI 36-3002, Attachment 1) is identified within an organization, notify the Command Post.

1.7.2.2.2. **(Added)** For information or questions concerning a casualty, direct inquiries to:

1.7.2.2.2.1. **(Added)** CAR for explanations of benefits, such as Servicemembers' Group Life Insurance (SGLI), Family Servicemembers' Group Life Insurance (FSGLI), Traumatic Injury Protection under Servicemembers' Group Life Insurance (TSGLI) program, Survivor Benefit Plan (SBP) and other inquiries for the next of kin.

1.7.2.2.2.2. **(Added)** Mortuary Affairs staff concerning the remains of the casualty.

1.7.2.2.2.3. **(Added)** Public Affairs (PA) staff concerning news media inquiries or other outside agencies.

1.7.2.2.3. **(Added)** When a member of his or her unit is categorized as very seriously ill/injured (VSI), seriously ill/injured (SI), or not seriously ill/injured (NSI) (as defined in AFI 36-3002, Attachment 1) by a competent medical authority, and the individual is capable of communicating, ask the member if he or she would like the NOK notified. If the member is unable to communicate his or her wishes, review the virtual Record of Emergency Data (vRED) to determine who should and should not be notified of the current medical condition.

1.7.2.2.4. **(Added)** Refers military members to the virtual Military Personnel Flight (vMPF) to apply for a humanitarian reassignment if he or she has had a death in the family.

1.7.2.3. Security Forces, 17 SFS. When a casualty (as defined by AFI 36-3002, Attachment 1) is identified within an organization, notify the Command Post.

1.7.2.4. Medical Treatment Facility, 17 MDG.

1.7.2.4.1. **(Added)** Immediately notifies the Command Post of an active duty death that falls within Goodfellow AFB's responsibility (as defined by AFI 36-3002, Attachment 2).

1.7.2.4.2. **(Added)** Provides a qualified medical attendant to accompany the casualty notification team. The MDG may be tasked to provide more than one medical representative for notification teams if multiple casualty situations exist.

1.7.2.4.3. **(Added)** Provides medical progress reports when required. The MTF must provide status of the member's condition every 14 calendar days after the initial casualty report on SI and VSI members. A medical progress report on active duty members who were previously reported SI or VSI and have since been downgraded to NSI, must be submitted monthly until the member has been returned to duty or discharged from the military.

1.7.2.4.4. **(Added)** Establishes internal procedures to ensure information is obtained from local hospitals when a member assigned to Goodfellow AFB has been admitted. If member is SI or VSI, notify the CAR and keep the CAR informed of the hospitalized member's condition.

1.7.2.4.5. **(Added)** Emergency Family Member Travel (EFMT) requests for NOK of a VSI/SI active duty member must be approved by the MTF Commander. The MTF staff provides CAR the signed EFMT worksheet or AF Form 570, *Notification of Patient's Medical Status*.

1.7.2.4.6. **(Added)** Ensures assigned personnel are familiar with the EFMT Program contained in AFI 36-3002, para. 2.27.

1.7.2.4.7. **(Added)** Briefs civilian doctor on the EFMT Program if an active duty member assigned to Goodfellow AFB is hospitalized in a civilian hospital. If EFMT is requested, concurs or non-concurs with attending physician's request and obtains Medical Group Commander's approval/disapproval if requested.

1.7.2.4.8. **(Added)** Makes CAR aware of members who are VSI/SI (injury only) and do not require EFMT that may qualify for TSGLI.

1.7.2.4.9. **(Added)** Ensures only medical personnel contact the NOK concerning organ or tissue donations.

1.7.2.4.10. **(Added)** Will assist the CAR in gathering medical information necessary to complete casualty reporting in accordance with AFI 36-3002, Attachment 2.

1.7.2.4.11. **(Added)** During multiple casualty situations will:

1.7.2.4.11.1. **(Added)** Assist the Incident Commander in determining the identification and disposition of the casualties (deceased only) at the scene.

1.7.2.4.11.2. **(Added)** Assist CAR and provide the following information for deceased members:

1.7.2.4.11.2.1. **(Added)** Name of the deceased member(s).

1.7.2.4.11.2.2. **(Added)** Circumstances.

1.7.2.4.11.2.3. **(Added)** Approximate time of death.

1.7.2.4.11.2.4. **(Added)** Name and organization of the authority that classified the member deceased.

1.7.2.4.11.2.5. **(Added)** Cause of death.

1.7.2.4.11.2.6. **(Added)** Name of hospital.

1.7.2.4.11.2.7. **(Added)** Whether member died in/out of medical treatment facility.

1.7.2.4.11.3. **(Added)** Assist CAR and provide the following information for injured members:

1.7.2.4.11.3.1. **(Added)** Name of injured member(s).

1.7.2.4.11.3.2. **(Added)** Casualty status (VSI, SI, NSI).

1.7.2.4.11.3.3. **(Added)** Hospital.

1.7.2.4.11.3.4. **(Added)** Circumstances.

1.7.2.4.11.3.5. **(Added)** Diagnosis.

1.7.2.4.11.3.6. **(Added)** Prognosis.

1.7.2.4.12. **(Added)** Will initiate an AF IMT 348, *Line of Duty Determination*, on all active duty deaths and those that may qualify for the TSGLI.

1.7.2.5. Wing Chaplain, 17 TRW/HC. The Wing Chaplain will furnish the Command Post with a Duty Chaplain schedule in the event a chaplain has to be contacted by the CAR after duty hours. Either the Duty Chaplain or another chaplain of the same faith as that of the casualty, when possible, will be appointed to support the CAR when requested. The appointed chaplain will accompany the notification officer on the notification visit for the purpose of spiritual administration and consolation.

1.7.2.6. Mortuary Affairs, 17 FSS/FSOX. The Director, 17th Force Support Squadron is the primary Mortuary Officer, and implements the installation's mortuary affairs program and search and recovery operations. The Deputy, 17th Force Support Squadron, is the alternate Mortuary Officer. The Chief, Readiness and Plans, 17th Force Support Squadron, is the Mortuary Technician. The Mortuary Officer will ensure proper identification and handling of remains in aircraft mishaps and disasters occurring on and off base. Additionally, the Mortuary Officer will make the initial contact with the PADD, and inform them of their mortuary entitlements and the services provided by the Air Force. The Mortuary Officer will also coordinate all actions related to the disposition of remains, the military honors program, the Summary Courts Officer (SCO), and the Family Liaison Officer (FLO).

1.7.2.6.1. **(Added)** Coordinates with CAR to ensure timely reporting and contact with NOK.

1.7.2.6.2. **(Added)** Mortuary Officer will also accompany CAR for the benefits briefing once it is scheduled.

1.7.2.7. Civilian Personnel Flight, 17 FSS/FSMC. When a DoD civilian employee casualty (as defined by AFI 36-3002, Attachment 1) is identified within an organization, notify the Command Post. Civilian Personnel technicians must provide vital information to the CAR to ensure timely reporting.

1.7.2.8. Airman and Family Readiness Center, 17 FSS/FSFR.

1.7.2.8.1. **(Added)** When a casualty (as defined by AFI 36-3002, Attachment 1) is identified within an organization, notify the Command Post.

1.7.2.8.2. **(Added)** Coordinates with the CAR in providing assistance to the NOK.

1.7.2.8.3. **(Added)** Provides back-up for CAR during CAR's absence and field general questions for walk-in customers during regular duty hours.

1.7.2.8.4. **(Added)** Provides assistance to NOK as needed (e.g., financial counseling, Air Force Aid, etc).

1.7.2.9. Vehicle Management Flight, 17 LRS/LGRV.

1.7.2.9.1. **(Added)** Vehicle Management Flight Chief will provide a Class II sedan or similar vehicle upon request from CAR for use by the casualty notification team and the CAR.

1.7.2.9.2. **(Added)** Vehicle Management Flight Chief ensures vehicles to be used by casualty notification and assistance teams are clean, fueled, provided with road kits, etc., and pre-inspected to expedite the team's departure.

1.7.2.10. Base Telecommunications Center and Telephone Operators, 17 CS/SCOIT.

1.7.2.10.1. **(Added)** The telephone switchboard located at Lackland AFB, TX, will immediately transfer to the CAR all calls from persons reporting a casualty or making official inquiries as to the status of a casualty.

1.7.2.10.2. **(Added)** The switchboard will immediately transfer to Public Affairs (PA) all inquiries from the public or the news media concerning casualties.

1.7.2.11. Public Affairs (PA) office, 17 TRW/PA. PA will consult with the CAR prior to the release of information to ensure the NOK have been notified. The CAR can be reached through the Command Post after duty hours.

1.7.2.12. Readiness and Emergency Management Office, 17 CES/CEX.

1.7.2.12.1. **(Added)** Procedures outlined in the current Comprehensive Emergency Management Plan (CEMP) will apply.

1.7.2.12.2. **(Added)** The Incident Commander is responsible for obtaining the number, identity, nature of illness or injury, and the location of the casualties involved in the incident.

1.7.2.12.3. **(Added)** The medical or mortuary representatives will assist the Incident Commander.

1.7.2.13. 217 Training Squadron, 217 TRS. 217 TRS/CC will assist the CAR in acquiring documents needed to process casualty case files on activated 217 TRS personnel.

1.7.2.14. **(Added)** Mass Casualties. A large number of casualties may occur as the result of accidents, natural disasters, or hostilities. Often, many inquiries are received from NOK and Air Force officials, in addition to increased coverage by news media. The occurrence of three or more casualties, as a result of a single incident, constitutes a mass casualty situation. In the event of a mass disaster, follow procedures outlined in the GAFB CEMP 10-2.

1.7.2.15. **(Added)** Office of Special Investigations (OSI). Assists the CAR and MTF in acquiring civilian police reports, autopsy, toxicology, coroner or medical examination reports or copies of court verdicts as needed in accordance with AFI 36-3002, Table 5.2, when OSI directives allow. The information from these documents, as required, will be given to the CAR and the MDG, trusted agents.

1.7.2.16. **(Added)** The CAR will keep a current listing of Goodfellow AFB field grade officers appointed to be tasked to perform casualty notifications for casualties not assigned to Goodfellow AFB but have NOK who reside in the local area.

1.7.2.17. **(Added)** The CAR will provide a standby roster to the 17 TRW/CP on a quarterly basis of standby personnel.

1.7.3.1. The CAR will promptly notify AFPC/DPWCS of any casualty listed in AFI 36-3002, Table 1.1. A message will be sent within 4 hours of notification and will only be extended with concurrence of AFPC/DPWCS. Only reason for delay should be pending confirmation of death.

1.7.3.2. The CAR and/or CAST are responsible for training all squadron commanders as notification officers, and will contact these officers if needed for notification purposes. The CAR coordinates with Squadron/CCs on casualties pertaining to his/her unit prior to a notification.

1.7.3.3. The CAR will contact the NOK within 24 hours of notification to provide assistance. CAR will assist NOK in applying for benefits during the initial casualty visit and in any subsequent visits if necessary.

1.7.3.4. The CAR establishes a line of communication with NOK and provides any assistance required. The CAR acts as a liaison between NOK and government agencies such as Social Security Administration, Department of Veterans Affairs and Defense Finance and Accounting Service.

1.7.3.5. General public and news media requests. The CAR refers calls from the general public and news media to Public Affairs (PA).

MARK T. DAMIANO, Colonel, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 36-3002, *Casualty Services*, 22 Feb 2010

AFMAN 33-363, *Management of Records*, 1 Mar 2008

GAFB *Comprehensive Emergency Management Plan* 10-2, 2012

Adopted Forms

AF IMT 348, *Line of Duty Determination*, 20 Feb 2002

AF Form 570, *Notification of Patient's Medical Status*, 1 Aug 1980

AF Form 847, *Recommendation for Change of Publication*, 22 Sep 2009

Abbreviations and Acronyms

AFI—Air Force Instruction

AFRC—Air Force Reserve Command

ANG—Air National Guard

CAIB—Community Action Information Board

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CEMP—Comprehensive Emergency Management Plan

CES—Civil Engineer Squadron

CPF—Civilian Personnel Flight

DoD—Department of Defense

DUSTWUN—Duty Status Whereabouts Unknown

EFACC—Emergency Family Assistance Control Center

EFMT—Emergency Family Member Travel

FLO—Family Liaison Officer

FSGLI—Family Servicemembers' Group Life Insurance

FSS—Force Support Squadron

GAFB—Goodfellow Air Force Base

HC—Wing Chaplain

IDS—Integrated Delivery System

MDG—Medical Group

MSG—Mission Support Group

MTF—Military Treatment Facility

NOK—Next of Kin

NSI—Not Seriously Ill/Injured

OPR—Office of Primary Responsibility

OSI—Office of Special Investigations

PA—Public Affairs

PADD—Person Authorized to Direct Disposition

SBP—Survivor Benefit Plan

SCO—Summary Courts Officer

SFS—Security Forces Squadron

SGLI—Servicemembers' Group Life Insurance

SI—Seriously Ill/Injured

TSGLI—Traumatic Injury Protection under Servicemembers' Group Life Insurance

TSR—Traumatic Stress Response

vMPF—Virtual Military Personnel Flight

vRED—Virtual Record of Emergency Data

VSI—Very Seriously Ill/Injured